

SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Directorate: Place and Prosperity	Service: Housing Services	Job Title: Housing Officer
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
6 GCSEs including Maths and English at Grade C or above. A proven ability to be able to use computer		Application Form Copy of qualification(s)
Has own car and a full clean driving licence		Application Form. Copy of Driving Licence
Has experience of Microsoft Word, Excel, Outlook and is confident in using IT/new packages		Application Form / Interview
Has preferably two years' current experience, but not less than six months' current experience of working as a Housing Officer		Application Form / Interview
Experience of all aspects of Arrears Management and Recovery including attending Court		Application Form / Interview
Experience of working in a housing / customerservice environment		Application Form / Interview
Experience of working with vulnerable people and experience of making referrals to safeguarding, requesting information from Police		Application Form / Interview
Experience of estate management including dealing with ASB, rent arrearsand tenancy management issues, tenancy visits and audits		Application Form / Interview

An effective team member. Excellent working relationship		Application Form / Interview
	Recognised Housing-related qualification	Application Form / Interview
	Experience of Welfare Benefits System and particularly Universal Credit	Application Form / Interview

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	1	<p>Concentrates on achieving goals and objectives through good planning and self-management.</p> <p>Completes work on time and to a good standard.</p> <p>Accepts personal responsibility for meeting deadlines and targets. Able to determine own workload and priorities and willing to help others.</p>	Contributes towards service improvements	Application Form Interview
Communication	2	<p>Is sensitive to the communication needs of others.</p> <p>Produces good quality written communication using standard formats.</p> <p>Clearly presents information or provides explanations so that it is easily understood by others.</p> <p>Ensures that communication is correctly targeted and understood.</p>		Application Form Interview
Creative Thinking	1		<p>Is open minded when presented with a new perspective.</p> <p>Applies new information to work problems and situations.</p> <p>Puts forward their own ideas and suggestions where appropriate.</p>	Application Form Interview

Customer Focus	2	<p>Demonstrates a strong desire to understand and meet the needs of customers.</p> <p>Able to identify the customer's underlying issues.</p> <p>Provides high standards of customer service to both internal and external customers.</p> <p>Always makes time for the customer.</p> <p>Takes ownership and personal responsibility for solving customer problems.</p> <p>Seeks and acts on customer feedback.</p>		Application form Interview
Decision Making and Problem Solving	1		<p>Deals with a range of straightforward day to day problems as they occur.</p> <p>Collates information in order to establish the facts and identify problems.</p> <p>Takes note of relevance of information and acts accordingly.</p> <p>Recognises the impact of decisions.</p>	Application Form Interview
Making Change Work	1	<p>Embraces change.</p> <p>Adapts to fit in.</p> <p>Open to new ideas.</p> <p>Proactively supports new ideas and initiatives</p>		Application Form Interview

Managing Resources, Projects & Processes	2		<p>Makes decisions on day-to-day priorities and manages own time effectively.</p> <p>Deals with issues systematically in order to make decisions and determine priorities.</p> <p>Develops clear and realistic short-term plans.</p>	Application Form Interview
Organisational Awareness & Commitment	2		<p>Understands the informal structures of the Council, recognising key staff, decision makers and those in positions of influence.</p> <p>Promotes and defends the Council's reputation with customers and external bodies.</p>	Application Form Interview
Personal Impact	1	<p>Makes time for others.</p> <p>Observes and listens to others.</p> <p>Demonstrates appropriate and professional behaviour</p>		Application Form Interview
Working Relationships	1	<p>Maintains constructive working relationships with key stakeholders through established structures and mechanisms</p> <p>Maintains contact with individuals and groups to ensure a positive working environment</p> <p>Is a good team player; does his or her share of the work</p>		Application Form Interview
Equal Opportunities and Fairness		<p>Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment</p>		Interview